

LANCASTER COUNTY FOOD HUB
812 North Queen Street
Lancaster, PA 17603

Position Title: The Welcome Place Low Barrier Emergency Shelter Attendant

Reports To: Shelter Coordinator

Status: Part Time; up to 30 hours per week, two shifts: 8 pm to 2 am and 2 am to 8 am. Rotating weekend shifts required.

PROGRAM SUMMARY: The Lancaster County Food Hub (LCFH) provides a low barrier, co-ed, emergency, overnight shelter, seven days a week on the campus of Ebenezer Baptist Church. Our focus is on providing a warm, safe, and dry place for those who are unsheltered with the ultimate goal of helping them secure permanent housing and more stable living conditions.

JOB SUMMARY: This is a part-time position and 3/4 nights/week including some weekends.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Serve as a consistent and positive presence for guests and volunteers.
2. Place safety, security, and consistency as top priorities
3. Complete nightly check-ins for guests (first shift only)
4. Handle all emergencies by contacting appropriate authorities.
5. Report any incidents to appropriate staff and associated partner agencies.
6. Conduct bed, locker room and facility checks to ensure the safety, welfare and security of guests during their stay.
7. Maintain the highest level of confidentiality in relation to services users and staff and all information, written or verbal, concerning the shelter
8. Ability to work flexible hours and days during this time frame.
9. Support volunteers in acclimating to the shelter rules and procedures, as needed.
10. Other duties as assigned.

EDUCATION, KNOWLEDGE AND COMPETENCIES:

Education, Certifications and Knowledge:

- High School Diploma or GED
- Experience working with the homeless population appreciated
- Social work experience appreciated
- Bilingual with Spanish appreciated
- Basic computer skills
- Valid PA Driver's License.
- PA Criminal Background Check and PA Child Abuse clearances are required.
- Strong interpersonal and communication skills including the ability to interact well with individuals of diverse socioeconomic and cultural backgrounds.
- A commitment to maintain a high standard of work performance, attendance, appearance, and punctuality at all times

- Ability to multi-task and maintain organization in a changing, at times hectic, environment.
- Ability to identify and effectively address core issues and concerns in a variety of situations.
- Capacity for handling delicate or difficult interpersonal situations effectively and tactfully.
- Capacity for working effectively with all people, including those with mental illness and/or addictions.
- Willingness to proactively seek supervisory input, resources and information needed to accomplish job.

SUPERVISORY: None

MENTAL AND PHYSICAL DEMANDS; including ENVIRONMENTAL FACTORS:

- Assist with setting up and breaking down of shelter
- Frequently make quick decisions and concentrate on tasks at hand in spite of distractions which interfere. Continually handle a diversity of problems and performs multiple tasks.
- Operate a computer approximately 10% of the work hours, 75% of the work hours are spent walking the facility and interacting with clients.
- Ability to operate a motor vehicle.
- Must be a self-starter and motivated.